

Introduction

This document sets forth the revised Accessibility Plan for QuantumShift Communications, Inc. (dba vCom Solutions) (“QuantumShift”) for 2026 through 2029. vCom prides itself on providing an inclusive and welcoming environment for its employees, customers, and suppliers and is proud to have been named one of the “Bay Area’s Best Places to Work” for 19 consecutive years. This milestone is a testament to our collective spirit and the incredible impact of each team member, where everyone’s ideas, suggestions and contributions are necessary, welcome, and an integral part of our culture. The company has a Diversity, Equity, and Inclusion (“DEI”) task force, provides resources to its employees to help further educate on the significance and importance of DEI initiatives, regularly supports small and minority-owned businesses, and encourages each employee to use the company-sponsored time off for community service or volunteer activities of the employees’ choosing. Additionally, the company regularly conducts employee engagement surveys and town hall meetings to bring a sense of understanding and unity within the organization.

This Accessibility Plan sets forth the principles of the Accessible Canada Act (“ACA”) and outlines the steps the company has taken to reduce and remove barriers for persons with disabilities.

Company

QuantumShift Communications (a 50-state non-facilities-based CLEC) and vCom Solutions (QuantumShift’s former parent corporation which is a software and managed service provider) are now part of the AppDirect family of companies. QuantumShift operates domestically in the United States and holds a Basic International Telecommunications (“BITS”) license from the Canadian Radio-television and Telecommunications Commission. The company is a strict reseller of network and mobile communications services and does not own, lease, or use any facilities. vCom has approximately 145 employees spread throughout 23 states domestically and caters only to business consumers in various industries including healthcare, manufacturing, legal, and banking. In late 2025, the company was acquired by AppDirect.

This Accessibility Plan pertains to the services provided by QuantumShift, including recognized barriers to accessibilities and actions the company will take to address such barriers.

Contact Information

All inquiries pertaining to this Accessibility Plan may be addressed to:

Jenna Brown
VP, Compliance & Contract Management
12657 Alcosta Blvd., Suite 418
San Ramon, CA 94583
(415) 209-7044
jbrown@vcomsolutions.com

Accessibility Plan Development

In developing this Accessibility Plan, various internal stakeholders were consulted including human resources, marketing, software development, legal and regulatory. The seven focus areas outlined in the ACA were reviewed and examined to determine where the company is succeeding and where there is room to improve.

1. Employment
2. The Built Environment
3. Information & Communication Technologies (“ICT”)
4. Communication, other than ICT
5. The Procurement of Goods, Services and Facilities
6. The Design & Delivery of Programs & Services
7. Transportation

This Accessibility Plan includes a summary of where the company is succeeding, and any identified barriers with plans to mitigate such barriers.

1. Consultations

ACA 42(5) / 51(5), 42(9) / 51(9): Based upon Human Resources surveys conducted annually, the company learned a small number of employees identify as having a disability. The result of that feedback prompted the company to partner with its insurance providers to offer the following services to its employees. No employees responded affirmatively as having a physical disability that requires additional accommodation.

- Science based games for mental health (app)
- Digital therapeutics platform and “MD Live,” a behavioral/mental health platform that includes virtual care appointments
- A program called “Ginger,” which is a mental health care platform with available coaches, mentors, therapists, and psychiatrists
- “My Strength,” a personalized behavior program application

Through the AppDirect acquisition, employee of the organization has gained access to additional tools such as:

- “Donut” a pre-onboarding and onboarding platform for new hires, where employees are encouraged to collaborate
- Workday, which is the HR Information System used by the company
- Regular performance review, including peer reviews and self-reviews
- Access to learning and development with hundreds of free online self-paced courses

Noted Barriers

- The company does not yet have a mechanism in place to consult with its customers. As the organization strictly sells using a B2B business model, there are limitations on outreach given privacy concerns and the way in which the company may contact and engage with its clients. The contractual obligations of the company stipulate that the company shall use customer information only as necessary to perform its contractual obligations, which include planning/procurement of services, managing those services within its software platform, and occasionally marketing company offerings and services, but not for surveys unrelated to the business relationship.

Regulations 5(c) / 21(c): The company’s website and platform is set out in a format that meets the requirements of both AA and AAA standards that are set forth in the Web Content Accessibility Guidelines (WCAG).

2. Employment

This focus area covers the experience of each candidate and employee, from recruitment to retirement. The company offers a range of benefits including short and long-term disability to its employees, as well as health and wellness programs. The online application platform used for candidates allows candidates to indicate if they are a disabled person, and the company’s human resources team receives disability awareness training. All interviewers are trained in asking appropriate questions which do not include any which may be perceived as discriminatory, and if in-person interviews are scheduled, the company may offer accommodation during the interview process. The company provides regular diversity, equity and inclusion training to its employees and regularly conducts surveys on perception of its culture. The results of the previously mentioned “Best Places to Work” survey revealed that 96% of employees view the company favorably in its practice of non-discriminatory practices and creating a sense of belonging.

Noted Barriers

- No noted barriers.

Action Plan

The company will continue to partner with its preferred vendor for online training courses and continue additional awareness training on persons with disabilities, including Mental Health Awareness Month activities.

3. The Built Environment

All employees of QuantumShift work remotely and are considered Work From Home (“WFH”) employees. While the company maintains corporate headquarters in the state of California, the company does not have a physical location in Canada, nor does it have any physical location under Canadian federal authority. Emergency preparedness and safety training are conducted annually, including WFH employees. The company is a leaseholder with a small suite in a business park and does not have direct control over public spaces such as lobbies, restrooms, kitchens, or other such common spaces. Adherence to state regulation concerning accessibility is followed by the company at the directive of the landlord. All exit doors within the company’s leased suite are clearly marked.

Noted Barriers

- Considering the company's limited influence over its leased environment, all regulations stipulated by the landlord are strictly followed, and no barriers are noted.

4. Information & Communication Technologies ("ICT")

This area pertains to the technologies that our employees and customers use, including hardware and software.

Noted Barriers

- None. The company has taken steps to ensure its website meets AA and AAA accessibility compliance standards.

Action Plan

In the future, the company may research what it can do to improve the experience users may have when using its mobile app.

5. Communication, Other than ICT

This area relates to communications with customers and employees, including print materials, publications, digital communications, and newsletters. Today, our social media and marketing teams communicate in clear, precise language and offer a variety of mediums by which customers may interact with us.

Noted Barriers

- The company does not currently have alternate means to communicate with customers, such as videos in American Sign Language ("ASL"), closed captioning, or alternative formats for information.

Action Plan

Since the company is strictly marketing on a business-to-business ("B2B") level, the issue of inaccessibility has never been raised by a client. In the event a client raises concern, the company will immediately act to accommodate the needs of the client to the best of its abilities.

6. The Design & Delivery of Programs & Services

This area focuses on making all of the company's programs and services available to all and includes considering individuals with disabilities when programs and services are implemented. It also requires the company to work toward continuous improvement of such programs and services for persons with disabilities. The company focuses on delivering high-value software and managed services, all employees are trained in products and services, and 24x7 customer support is offered to our customers. The company, as required by the individual states in the US, publishes annual notices of alternate means for accessing communication services, such as TTY and alternative formats in which to receive documents. Such services are not provided directly by the company, but by its underlying partners/vendors/suppliers or the designated vendor supplying such alternative services.

Noted Barriers

In the company's 25 years in business, no customer has expressed an interest in obtaining communications in an alternate format, nor has any customer expressed an interest in how to obtain TTY services despite awareness materials being circulated to customers.

Action Plan

The company will continue outreach as it is obligated from a regulatory perspective to do so and will assist customers where needed.

7. The Procurement of Goods, Services & Facilities

This section relates to how goods, services and facilities are procured by the company, including the processes involved in making decisions on what to purchase. The company conducts business strictly with incumbent local exchange carriers ("ILECs"), and other similarly situated partners, mainly because it is a reseller of communications services. The company does not procure facilities or any other goods or services in its capacity as a communications reseller.

Noted Barriers

- The company relies on the diversity statements of its suppliers in evaluating whether a supplier has a policy.

Action Plan

In the future, the company may first consider partners who have inclusive procurement practices and may search for disability-led organizations where applicable; however, many supplier relationships are sales and customer-need driven. The company will also continue its existing partnerships with small and/or minority-owned businesses.

8. Transportation

The company has no transportation business and has no noted barriers or action plan.

Feedback Process

The company has a toll-free number and a means for business customers to reach the designated ACA contact published on its monthly invoices. In the future, the company may add that feedback process to its website. This Accessibility Plan is published on the company's website: [Regulatory Policy | vCom](#)

Regulations 9(2) / 25(2): Feedback to the company may be provided by either providing your contact information, or it may be done so anonymously. All feedback may be submitted to:

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Regulations 9(4) / 25(4), 9(5) / 25(5): Individuals providing feedback (other than individuals who submit feedback anonymously) will receive an acknowledgement of any feedback via email, mail, or other acceptable means of communication. The company is committed to your privacy and will only use the information provided to respond or communicate with you, and for no other purpose. Your personal information shall remain confidential at all times.

Regulations 10(1)(c) / 26(1)(c): The company's website and platform are set out in a format that meets the requirements of both AA and AAA standards that are set forth in the Web Content Accessibility Guidelines (WCAG).

This concludes the updated/revised Accessibility Plan for QuantumShift Communications, Inc. Any questions may be directed to the "Contact Information" as above noted.